



ACI QUALITY TIMES



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CUSTOMER SATISFACTION UP AND DOWN FOR DECEMBER

Last month, ACI's average weighted customer satisfaction score improved to 9.2, up from 8.971 in November. A key factor was the Bakery's rebound from several months of challenges in training a new work force. One customer complimented **Jennifer Davis** in **Customer Service**, while others had kudos for **Sign Shop, Wood/Metal and Install**.

On the other hand, the overall approval rating of "yes" vs. "no" dropped to 95 per cent from 98 per cent in November. While not everyone selected for a survey call actually responds, a few "no's" can seriously impact an otherwise solid performance.

Standards organizations, such as the Arizona Quality Alliance and the national Baldrige Quality Program maintain that delighting, not simply to satisfying customer expectations, is the goal. Superior customer service is essential for an organization providing world class quality.

Year end inventory practices and the standard 35 day delivery protocols combined to create clothing and bedding

shortages for some ADC institutions which turned up in the latest survey.

Of special concern was difficulty in delivering inmate clothing, such as T-shirts, that are ordered repetitively throughout the year. In this case, some Phoenix area institutions resorted to borrowing and laundering old garments to meet needs for new ones.

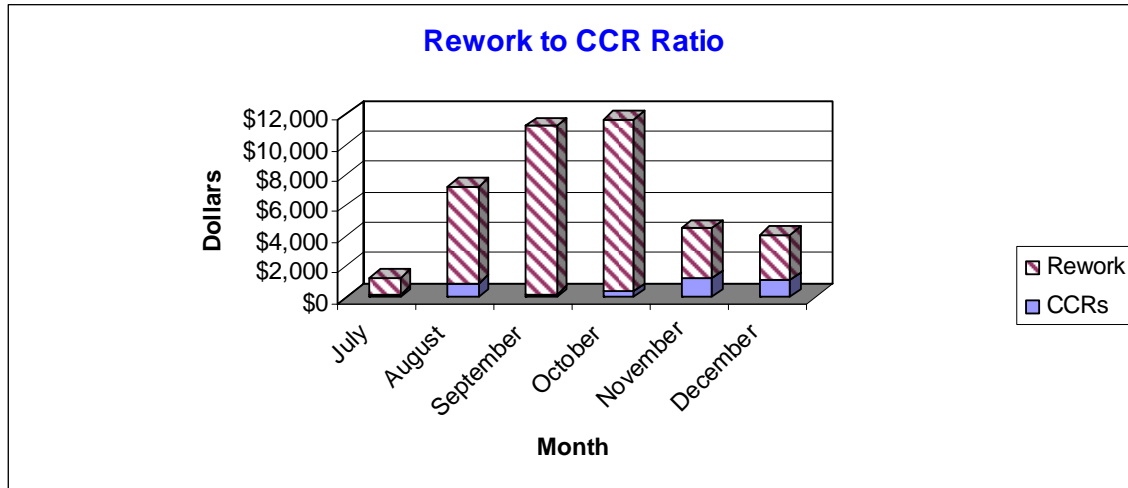


The message is that customers don't care if the rules provide ACI with wiggle room on deliveries. Private sector suppliers can lose business when they can't meet customer needs. Since ACI operates on its own profitability, preventing customers from seeking other vendors is a concern for some products. And making customers' jobs easier plants goodwill that can pay off in future purchases.

February 16 is Presidents' Day –
Your next official State employee holiday!



CCR, REWORK RATIOS HOLD STEADY AT YEAR END



Ideally, monthly in process rework expense will be greater than the cost of repairing ACI goods that have been delivered to customers. The graph above indicates that this happened consistently in the first half of fiscal 2009. In dollars the difference was \$2,959 for rework compared to \$1,129 in CCRs expended during December. Even better, the December total is slightly lower than for November.

JANUARY REWORK REPORT

WORK UNIT NAME	LABOR	MATERIAL	TOTAL	REWORK CODES
BAKERY	\$238.99	\$909.53	\$1,148.52	183C; 56F
BEDDING	NO REWORK		\$0.00	
DATA FULFILLMENT	NO REWORK		\$0.00	
DOUGLAS SEWING		\$406.55	\$406.55	18I
FARM	Farm closed due to weather		\$0.00	
FLORENCE UPH	NO REWORK		\$0.00	
LEWIS FURN	NO REPORT		\$0.00	
METAL FAB	NO REWORK		\$0.00	
PERRYVILLE SEWING	\$1.45		\$1.45	1C; 3F
PRINT SHOP	NO REWORK		\$0.00	
SIGN SHOP	\$19.20	\$105.93	\$125.13	
TAG PLANT		\$1,277.72	\$1,277.72	
WINSLOW	NO REWORK		\$0.00	
WOOD METAL	NO REWORK		\$0.00	
TOTALS	\$259.64	\$2,699.73	\$2,959.37	184C,59F,18I

(See Universal Error Codes on page 4)



ACI's Install Team employs a variety of skills at the Phoenix Central Office. From left: Inmates Ayers, Gutierrez and Huerta; Staff members Tim Clifford and Mike Estrada and Inmate Robertson.

INSTALL CREWS NEED VARIED VOCATIONAL SKILLS

Members of ACI's Install Team scope out customers' needs before the sale and make their purchases work and fit correctly afterward. Their efforts support Sales and assure customers receive maximum benefit from their ACI experiences. If adjustments need to be made at delivery, Install is there to do the job.

Team members have a range of abilities from installing office dividers to making millwork fit to moving furnishings for schools, businesses and government agencies. Supervisor Tim Clifford says one of his unit's most important tasks is teaching inmates skills that can include welding, tool use and reading blueprints and plans. The inmates live at Phoenix – West.

Often Install staff accompany Sales personnel to customers' offices to assess needs before the Request for Cost of Manufacturing (RCOM) is prepared. They measure and communicate dimensions to Sales, customers and the producing shop to assure meeting specifications. Their involvement speeds the quote process because they're able to clear up any uncertainties about what the shop needs to make an order.

Sometimes, when they are on jobsites and customers see what they can do, more business follows. Install's skill and expertise help generate more business for ACI because they're situated to assure quality products before and after delivery.

JANUARY SAMPLING RESULTS

WORK UNIT NAME	INSPECTED	PASSED	TOTAL %	ERROR TYPES
BAKERY	22754	22754	100.00%	
BEDDING	3406	3406	100.00%	
CONSUMER PRODUCTS	No report			
COST ACCOUNTING	44	43	97.73%	
CUSTOMER SERVICE	406	401	98.77%	1b, 2c, 2d
DATA FULFILLMENT	25257	25257	100.00%	
DOUGLAS SEWING	1408	1408	100.00%	
FARM	Farm closed due to weather			
FLORENCE UPH	671	671	100.00%	
LEWIS FURN	32	19	59.38%	2B; 2J
METAL FAB	2521	2521	100.00%	
PERRYVILLE SEWING	486	486	100.00%	
PRINT SHOP	1830193	1830193	100.00%	
PURCHASING	205	194	94.63%	
RETAIL OUTLET	15	13	86.67%	
SIGN SHOP	3278	3278	100.00%	
TAG PLANT	250452	157175	62.76%	
WAREHOUSE	293381	293381	100.00%	
WINSLOW	20150	19976	99.14%	
WOOD METAL	120	120	100.00%	
TOTALS	2,454,779	2,361,296	94.39%	2B; 2J

Universal ACI Error Codes

- a. Late paperwork
- c. Operator error
- b. Inaccurate order specifications
- d. Incomplete information
- e. Training need
- f. Equipment failure
- h_. Warehouse process
- g. Poor internal communication
- i. Material flawed
- j. Material arrived late
- k. Other_____



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**Put ACI Customer
Satisfaction Over
the Top**

Give them quality

